



**Australian Government**

**Assessment Requirements for  
SISXMGTT003 Recruit, induct and manage  
volunteers**

**Release: 1**

# Assessment Requirements for SISXMGT003 Recruit, induct and manage volunteers

## Modification History

Not applicable.

## Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- determine volunteer requirements, and plan and implement the recruitment and selection of two volunteers for roles in a sport, fitness, aquatic or recreation organisation or activity
- plan and deliver one induction program for volunteers including information and resources about:
  - organisational structure, purpose and services offered
  - roles and role boundaries of volunteers in the organisation
  - lines of communication and reporting for volunteers
  - rights and responsibilities of the volunteer and the organisation
  - organisational policies and procedures relevant to the volunteer role
- complete a performance review for one volunteer.

## Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- organisational volunteer management policies and procedures including approvals process for engaging volunteers, and record keeping requirements
- importance of the volunteer workforce to the sport, fitness, aquatic and recreation industry and common types of roles and functions for volunteers:
  - coaching, training, instructing and officiating
  - fundraising
  - catering
  - repairs, maintenance and grounds keeping
  - assisting with administration and financial management
  - event coordination and on-site staging
- legislated employment conditions for volunteers, and organisational responsibilities including those related to:
  - work health and safety
  - privacy of information
  - anti-discrimination

- child safe
- employment condition differences between paid and unpaid roles
- formats and inclusions of:
  - skills and personal attributes profiles for volunteer roles
  - position descriptions for specific volunteer job roles and how these may differ from paid position descriptions
- relationship between profiles, position descriptions and selection criteria, and ways to develop and document clear selection criteria
- methods used by the sport, fitness, aquatic and recreation industry to call for volunteers and types of organisational information included
- selection processes, how they are completed and benefits of each:
  - discussions and interviews via face-to-face or by electronic means, and the use of interview panels
  - skills appraisals
  - evaluation of qualifications, employment and life experience relevant to volunteer role
  - checks:
    - references
    - occupational licensing, registration and accreditation
    - police
    - working with children
- methods and administrative tools used to link selection processes, interview questions, and evaluation to selection criteria
- how a volunteer selection process may be general for a range of roles, and how suitability for a particular role may emerge during the selection process
- types of information included in induction programs for volunteers and importance of communicating this to volunteers:
  - organisational structure, purpose and services offered
  - roles and role boundaries of volunteers in the organisation and for specific events and activities
  - lines of communication and reporting for volunteers
  - rights and responsibilities of the volunteer and the organisation
  - organisational policies and procedures relevant to the volunteer role
- methods used to deliver induction programs, and the role of staff members and technology
- performance review methods and techniques specific to volunteer roles and:
  - motivations of volunteers, what can de-motivate volunteers, how motivation can change over time, and how organisations can adjust roles to suit current volunteer needs
  - methods and communication techniques used to gather feedback and provide positive reinforcement
  - common benefits, recognition and rewards provided to volunteers.

## Assessment Conditions

Skills must be demonstrated in a sport, fitness, aquatic or recreation environment. This can be:

- a workplace, or
- a simulated environment set up for the purposes of skills assessment.

Assessment must ensure use of:

- interaction with volunteers; these can be:
  - volunteers in an industry workplace, or
  - individuals who participate in simulated activities used for the purpose of skills assessment
- recruitment, selection and induction documents and resources:
  - skills and personal attributes profiles and position descriptions for volunteer roles
  - selection criteria, and administrative tools used for evaluation and selection
  - organisational policies and procedures relevant to volunteer roles
- organisational volunteer management policies and procedures including approvals process for engaging volunteers, and record keeping requirements.

Assessors must satisfy the Standards for Registered Training Organisations requirements for assessors.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=1ca50016-24d2-4161-a044-d3faa200268b>